Community Sign In
At 6 Months: Learnings and Reorientation

July 1, 2-3:30pm
July 8, 9-10:30am
2100 Building

AGENDA

Welcome & Introductions

About CSI: Purpose and Basics

Data (1st 4 months)

Modifications Made, Questions, and Misconceptions

New Diversion and Reunification Resources

       Family Reunification Pilot: CCS and FOY

Moving Forward

Questions & Comments

Welcome & Introductions

Name & agency

Your role in implementing CSI

Where and how are you implementing CSI?

About CSI: Purpose and Basics

About Community Sign In

The purpose of Community Sign In, part of our coordinated engagement system for YYA, is to:

1. Divert YYA from homeless services when possible through family reunification,
2. Promote consistent data collection on YYA homelessness, and
3. Obtain a more comprehensive number of YYA who are using our continuum by aligning data collection at every drop in center, meal program and young adult shelter in the continuum of care.

YYA ages 13 to 25 complete Community Sign In the first time they arrive at any drop in center, meal program, or young adult shelter in the homeless YYA continuum.

About Community Sign In

CSI asks every young person, the <u>first</u> time they enter an agency in the homeless YYA continuum of care:

- Name, DOB, Gender
- Are you currently homeless or without a stable place to live?
- Are you interested in talking with someone here about connecting with your family or another safe adult?

About Community Sign In

1. Divert YYA from homeless services when possible through family reunification

The question about connecting with family serves three purposes:

- **Diversion:** Divert young people from housing/shelter services when possible
- **Communicate Options:** By asking the question we consistently introduce, across the continuum, that we are *able* to provide help around family.
- **Collect Diversion Information:** The CSI notes field is used to capture information about what is supportive to a young person who requests help in connecting with family the first time they arrive in a homeless YYA program.

About Community Sign In

2. Promote consistent data collection

- The relative simplicity of CSI is designed to strengthen the consistency of data collection at the point of a young person's entry.

- CSI changes the way young people experience entering our programs, so that young people experience a similar request for their information in every continuum program, communicating coordination among agencies and respect for YYA's personal information.

About Community Sign In

3. Obtain a more comprehensive number of YYA who are using our continuum

- How many YYA do we see across our programs in a given time period?
- What are some basic demographics about these young people?
- How many youth want assistance connecting with family? What would be helpful to those youth?
- How long does it "take" between entering our doors and connecting back with a safe adult or safe housing in the continuum?
- What young people walk in our doors and do not enter programs with additional supports or housing later?

Participating "Front Doors"

Currently (as of June 2014) participating in Community Sign In:

| Agency Name	Locations/Program
Auburn Youth Resources	Arcadia Drop In, Arcadia Shelter, SKYS, ProYouth Case Management
Friends of Youth	Drop in, The Landing Shelter
New Horizons Ministries	Drop In
PSKS	Drop In
ROOTS	Shelter
Sanctuary Arts Center	Art Center Drop In, Interagency School Programming
Street Youth Ministries	Drop in
Teen Feed	In Reach Drop In
Catholic Community Services	University District Youth Center Drop In
YMCA	The Center
YouthCare	James W Ray Orion Center Drop In

CSI Nuts and bolts

- Within HMIS – via a log in on the Youth Housing Connection (YHC) instance
- Data is directed to a different database
- Data cannot be seen by HMIS users at large
- CSI updated at the time of a housing assessment by YHC housing specialists
- YYA are <u>never</u> denied access to a program for refusing consent – either at "front doors" or at the time of the housing assessment

CSI Data: 1st 4 Months

November 21, 2013 to April 8, 2014

1,217 Youth and Young Adults responded to Community Sign In

Enrollment by Date
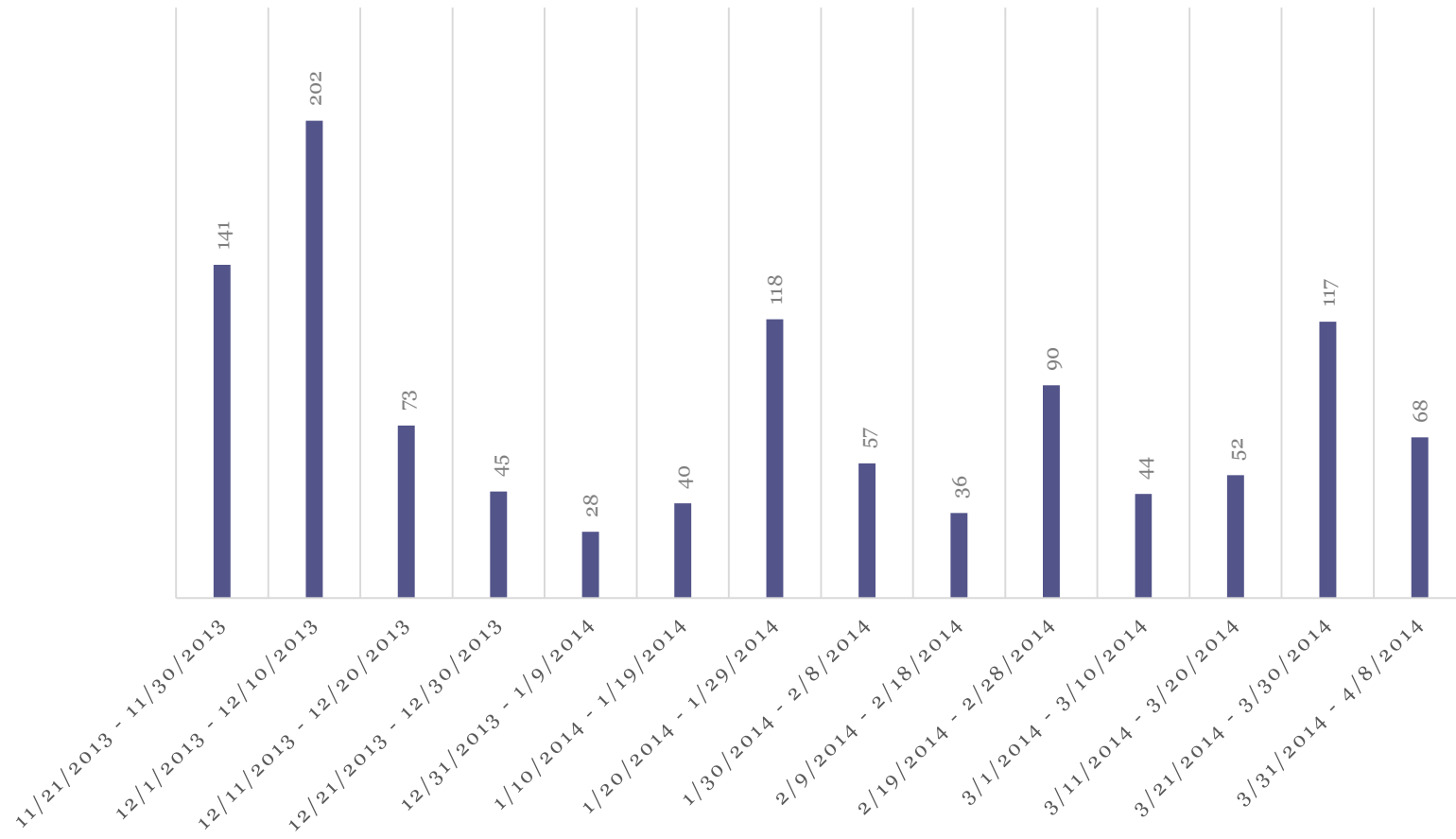
Demographics

Agency	# YYAs Enrolled
YouthCare	313
New Horizons Ministries	162
Coordinated Engagement	144
ROOTS	134
YMCA of Greater Seattle	134
Auburn Youth Resources	96
Friends of Youth	84
PSKS	43
Street Youth Ministries	41
Catholic Community Services (UDYC)	40
Sanctuary Art Center	26

Age

26-28 1%
13-17 13%
22-25 29%
18-21 57%

Gender

Female 37%
Other 2%
Transgender 1%
Male 60%

Homeless Identification

Homeless ID

- (blank) 9%
- No 24%
- Yes 67%

Homeless Identification

Categories: AUBURN YOUTH RESOURCES, CATHOLIC COMMUNITY…, COORDINATED ENGAGEMENT, FRIENDS OF YOUTH, NEW HORIZONS MINISTRIES, PSKS, ROOTS, SANCTUARY ART CENTER, STREET YOUTH MINISTRIES, YMCA OF GREATER SEATTLE, YOUTHCARE

Legend: ■ No ■ Yes ■ (blank)
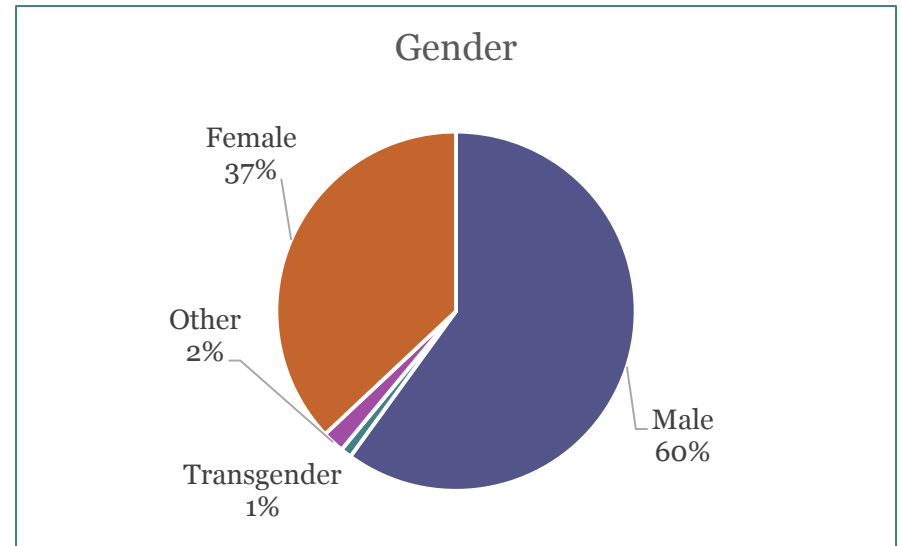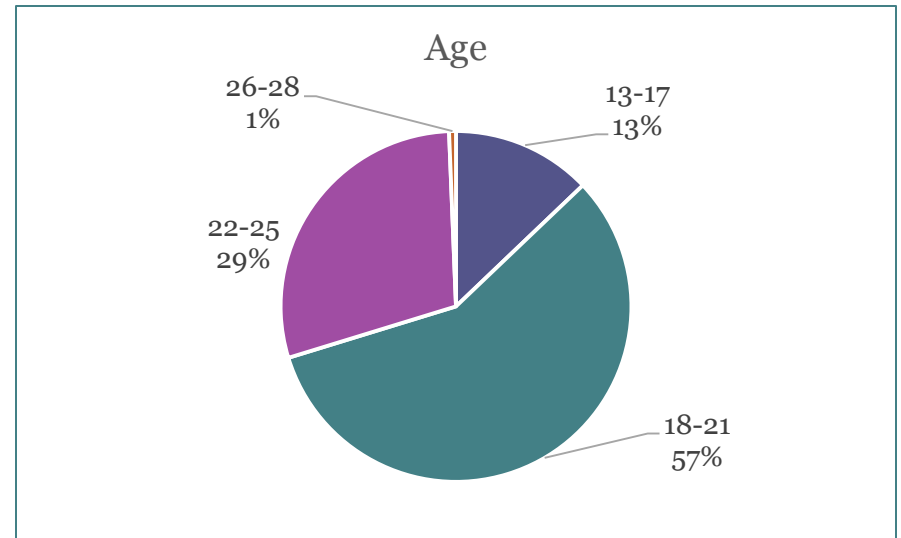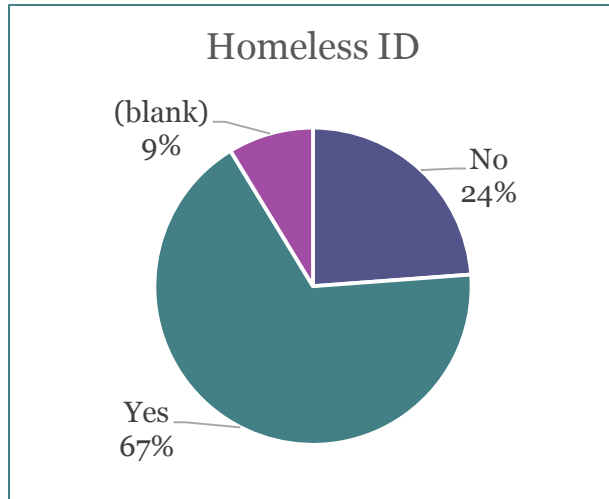
Interest in Connecting with Family (by gender and agency)

Agency	% YYAs
Auburn Youth Resources	36%
Catholic Community Services (UDYC)	25%
Coordinated Engagement	22%
ROOTS	20%
Street Youth Ministries	18%
PSKS	18%
Friends of Youth	13%
New Horizons Ministries	13%
YMCA of Greater Seattle	13%
YouthCare	12%

Bar chart:
- Female: 17%
- Male: 17%
- Other: 13%
- Transgender: 36%
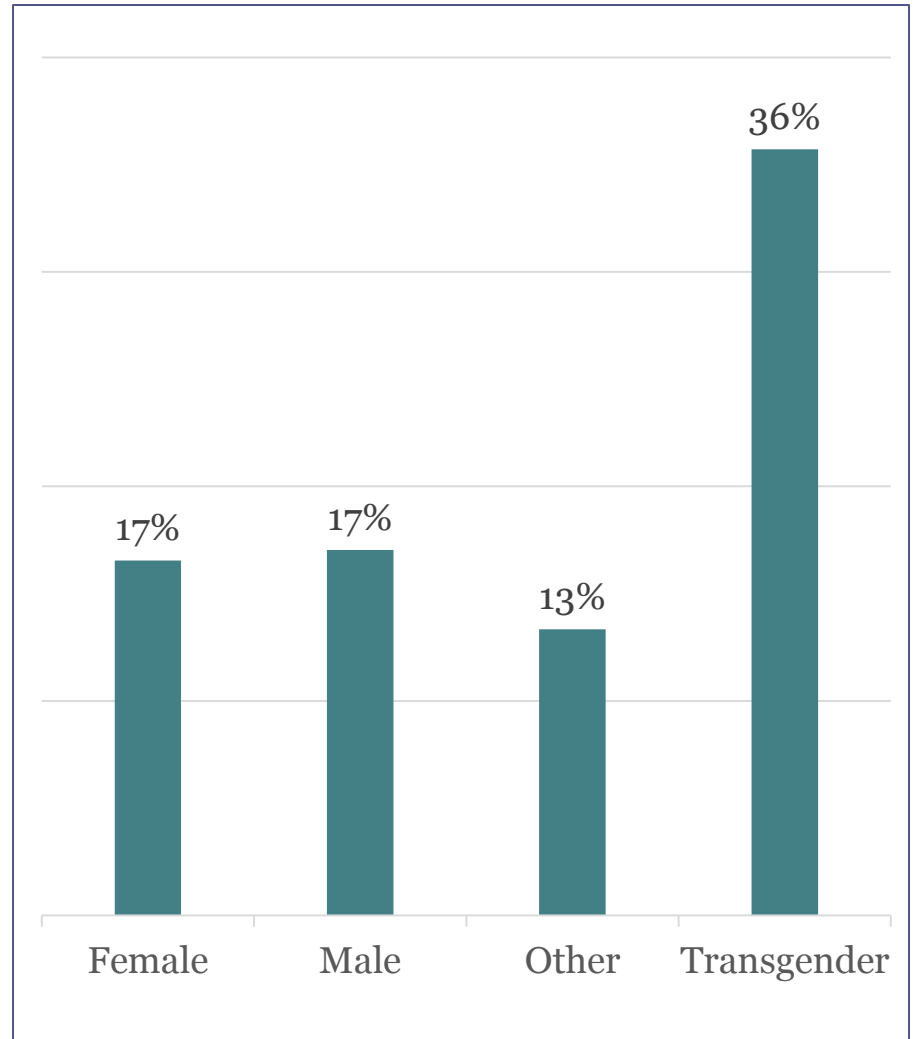
Interest in Connecting with Family (by Age)
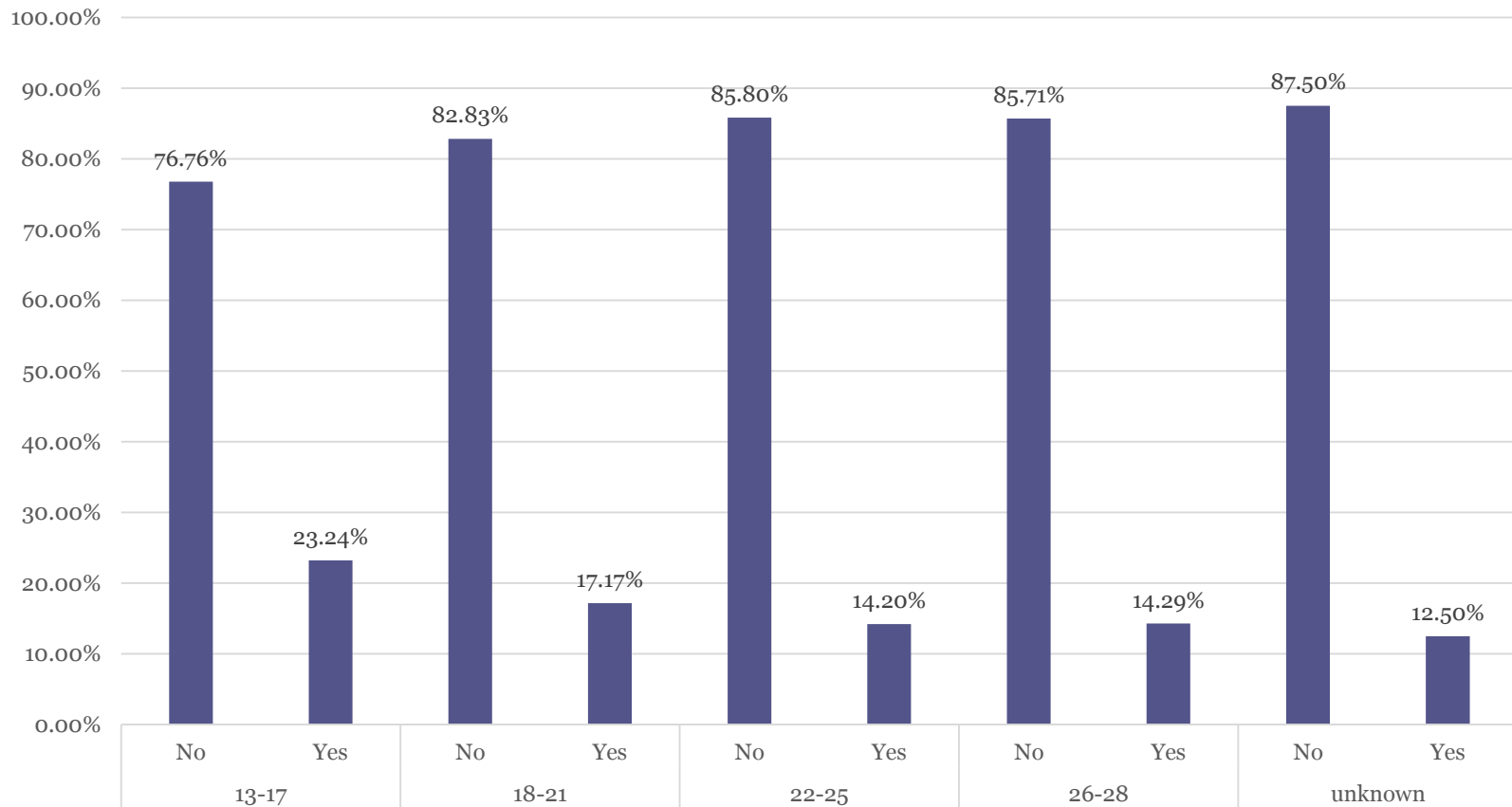
Modifications, Questions and Misconceptions

Modifications Made/ Observations

- Change after initial training and launch: replaced lo-fi sign in sheet with consent form with all CSI fields
- Many agencies have found they are too busy to use CSI "live" at front door— instead, complete consent forms and enter data later
- High enrollment at launch, stable entry across Jan/ Feb/ Mar

Misconceptions

- CSI is not intended to track ongoing usage, i.e. # of times a YYA accessing X program

- CSI is not intended to replace Count Us In

- CSI does not appear to be discouraging YYA from accessing services

Policy Questions

- Consent form is essentially identical to HMIS – is there value in holding the CSI system outside of HMIS?

- Considerations re: family reunification question
  - Difficult discussion if no prior relationship with YA
  - How much meaningful information does this question gather?
  - If YA says "yes", then what?

Discussion

- Additional misconceptions or policy questions?

- Is there a need for ongoing training? What's the best way to deliver that training?

New Resources: Diversion and Reunification

Diversion Question

If a young person indicates that they are interested in talking with someone about connecting with family or another safe adult…

…THEN WHAT??

New Resources
- Prevention and Family Reunification Resource Guide (UWKC)
- Family Reunification Program Pilot- CCS and FOY

Family Reunification Pilot Program (FRP)

Catholic Community Services & Friends of Youth

Family Reunification Pilot

Catholic Community Services, the Lead Agency for the Family Reunification Pilot Project, has joined with Friends of Youth to help homeless youth and young adults return home.

- **SERVICES:** *Friends of Youth Family Reunification Specialist*

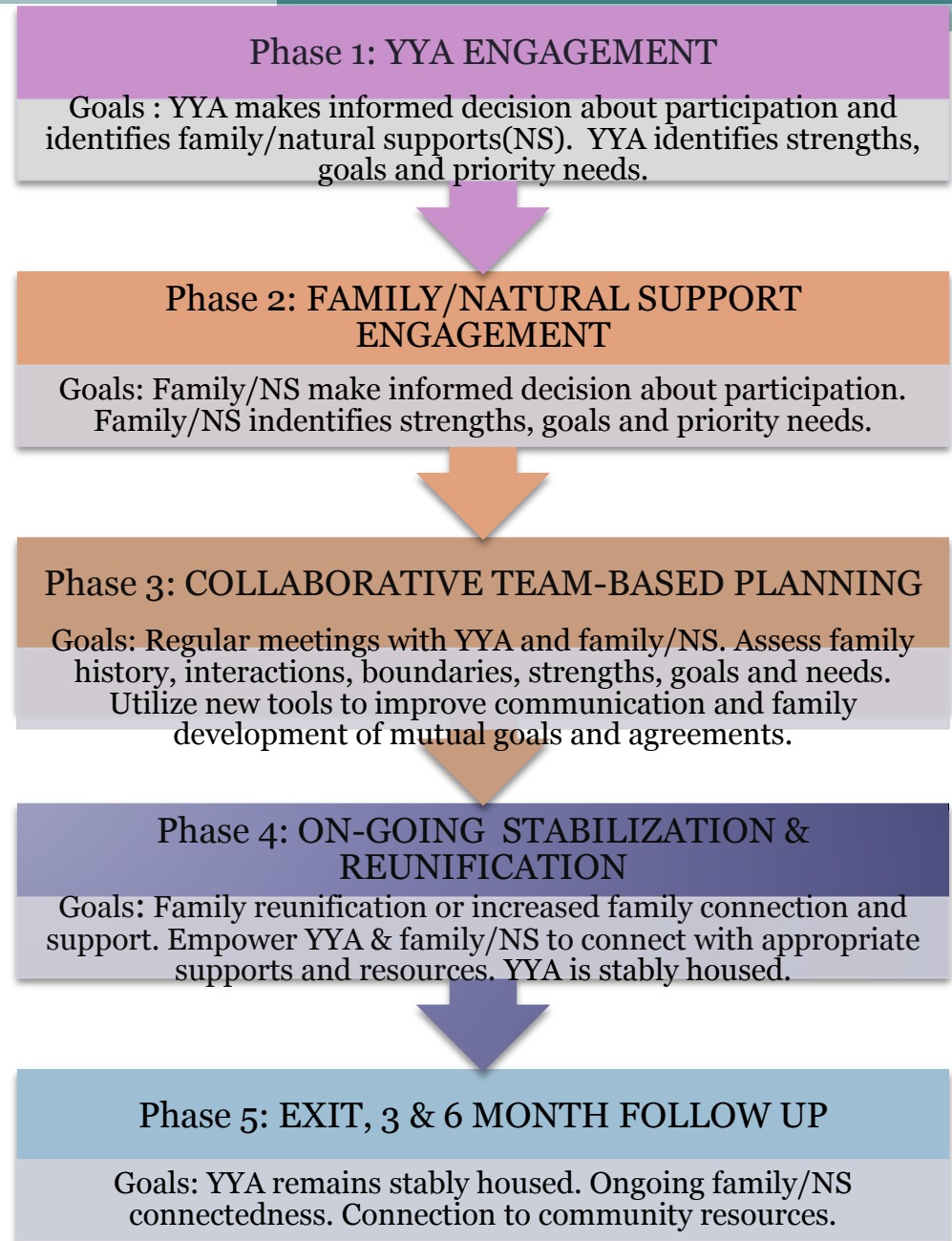- **TRAINING:** *CCS Family Reunification Trainer*

Help YYA reconnect with and enlist support from their immediate and extended family and natural supports to end homelessness and begin housing stability with support.

- 50 YYA this year, starting in July 2014
- "Trimesters" across King County
  - East King County
  - South King County
  - Seattle

Family Reunification
SERVICES

Service Model

Family Reunification
SERVICES

Phase 1: YYA ENGAGEMENT

Goals : YYA makes informed decision about participation and identifies family/natural supports(NS). YYA identifies strengths, goals and priority needs.

Phase 2: FAMILY/NATURAL SUPPORT ENGAGEMENT

Goals: Family/NS make informed decision about participation. Family/NS indentifies strengths, goals and priority needs.

Phase 3: COLLABORATIVE TEAM-BASED PLANNING

Goals: Regular meetings with YYA and family/NS. Assess family history, interactions, boundaries, strengths, goals and needs. Utilize new tools to improve communication and family development of mutual goals and agreements.

Phase 4: ON-GOING STABILIZATION & REUNIFICATION

Goals: Family reunification or increased family connection and support. Empower YYA & family/NS to connect with appropriate supports and resources. YYA is stably housed.

Phase 5: EXIT, 3 & 6 MONTH FOLLOW UP

Goals: YYA remains stably housed. Ongoing family/NS connectedness. Connection to community resources.

Referral Structure

- Youth Housing Connection
  - YA's who score a 3 or less on Vulnerability Tool
- Direct referrals from Going Home Sites
  - YYA's who answer "yes" to family question on CSI

- Focus on serving YYA of color and LGBTQ YYA

SERVICES

Offer training to all youth community providers so that regardless of where young people access services, they can phone relatives and return home.

- Beginning in August
- Ongoing trainings at least monthly until June 15
- Free and open to community

Family Reunification
TRAINING

Training Agenda

- Strategies for navigating initial contact and early conversation
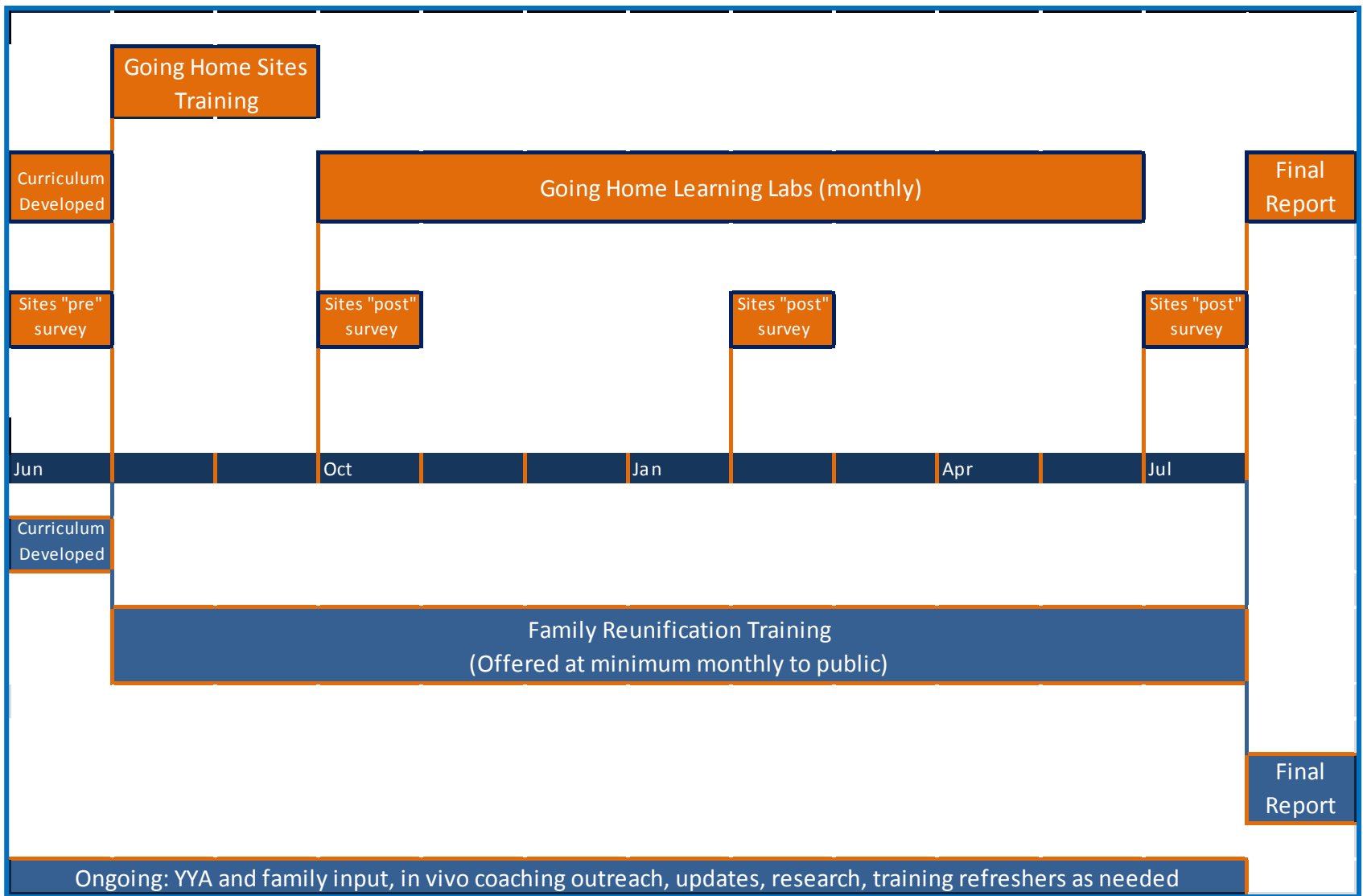
- Safety planning

- Housing stabilization planning

Family Reunification
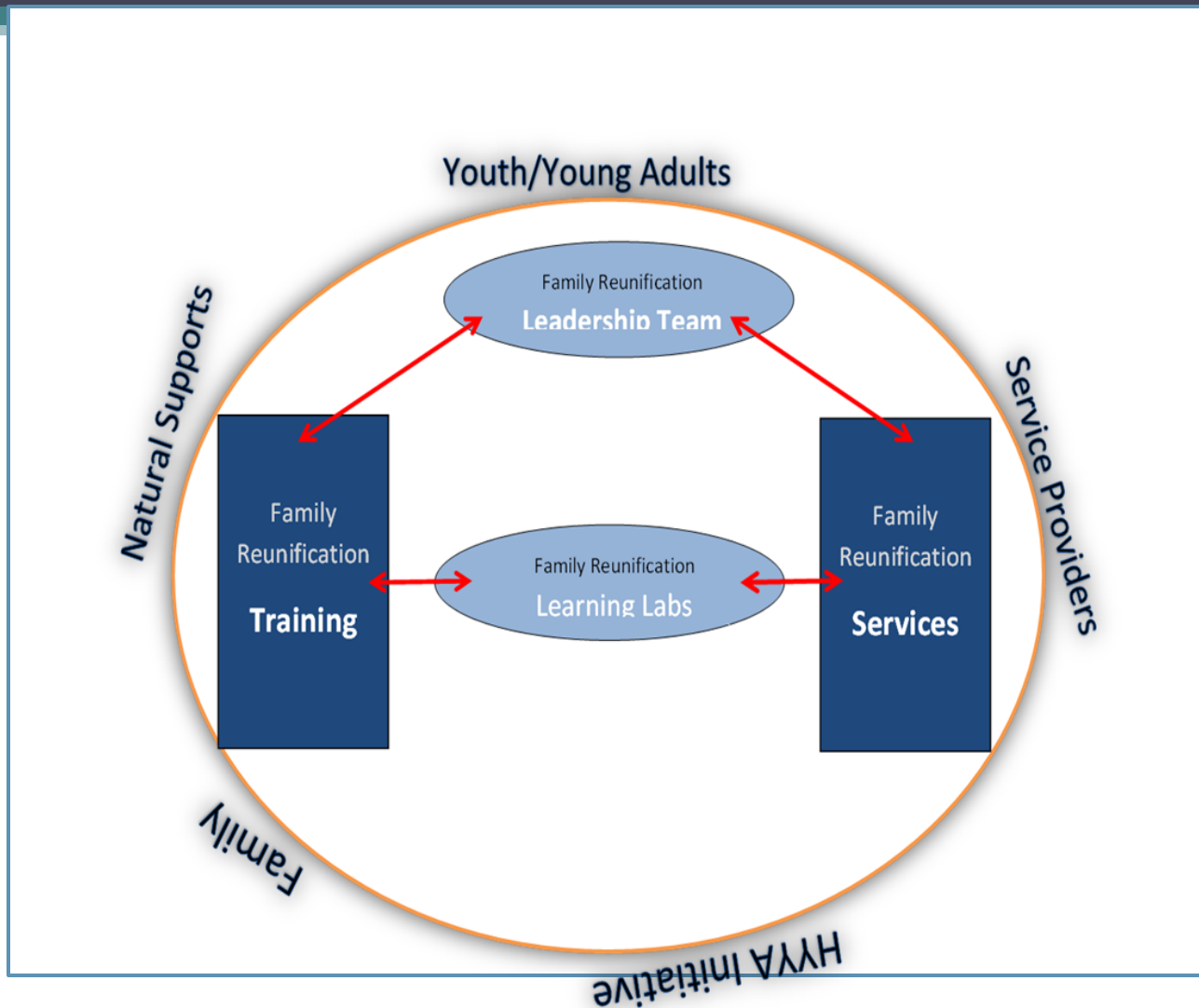TRAINING

Going Home Sites

- 5 agencies participate as Going Home Sites

Auburn Youth Resources | Catholic Community Services | Friends of Youth | New Horizons | Therapeutic Health Services

- Participate in Training
- Participate in Monthly Learning Labs
- Sites pre and post survey
- Client assistance dollars

Family Reunification
TRAINING

Going Home Sites Training

Curriculum Developed

Going Home Learning Labs (monthly)

Final Report

Sites "pre" survey

Sites "post" survey

Sites "post" survey

Sites "post" survey

Jun   Oct   Jan   Apr   Jul

Curriculum Developed

Family Reunification Training
(Offered at minimum monthly to public)

Final Report

Ongoing: YYA and family input, in vivo coaching outreach, updates, research, training refreshers as needed

Family Reunification
TRAINING

Family Reunification
TRAINING

Moving Forward- Future of CSI

Future of CSI

- Translate CSI forms to Spanish (available end of July 2014)
- Potential to link CSI and HMIS to more clearly understand young people's paths through the system
- Greater usage of CSI as the "all hands on deck" communication for YHC referrals?
- Greater usage of CSI to track prevention/ family reunification?

Questions and comments?

For more information, contact:

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